

**GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA**

UNSTARRED QUESTION NO:972
ANSWERED ON:20.08.2007
UNIFORM BILLING FORMAT
Barman Shri Hiten

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Department of Telecom proposes to introduce and enforce a uniform billing format applicable to State owned and private telecom service providers; and

(b) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a)&(b)No, Sir. There is no such proposal under consideration in Department of Telecom.However, TRAI has directed the service providers through a Direction dated 4th May, 2007 that certain critical information as mentioned below, be included in the bills to be issued on and after 1st August, 2007 for ensuring transparency in billing:

(i) the name of applicable Tariff Plan;

(ii) methodology applied for calculations of amount mentioned in the telephone bills, details of pulse rates and charges,particularly mentioning local, subscriber trunk dialing, International subscriber trunk dialing, short message service (also referred to in the telephone bills as STD, ISD and SMS respectively) charges and monthly fixed charges;

(iii) applicable credit limit;

(iv) the amount of security deposit made by the customer to be shown separately in the first bill and whenever it is adjusted,subsequently, in the bill;

(v) mode and procedure for making payment of telephone bills;

(vi) details of set up of public grievance mechanism;

(vii) information system for change of billing address;

(viii) details of late payment charges;

(ix) acknowledgement of last payment made; and

(x) customer information box.